Our Expertise

• Large campuses and multi-site operations

• Comprehensive contract administration as both prime and subcontractor

• Subject matter expertise with certifications
  – Certified Facility Manager (CFM)/Facility Management Professional (FMP), International Facility Management Association (IFMA), ISSA-The Worldwide Cleaning Industry Association Certified Expert (I.C.E.), Project Management Professional (PMP), Professional Grounds Management Society (PGMS), Registered Building Service Manager (RBSM), Licensed Herbicide/Pesticide Applicators and Virginia Certified Nurseryman

• Systems knowledge

• Contract-specific quality control plans
  – CleanTelligent Software Inspection System
  – Comprehensive Total Quality Management (TQM) process with Key Performance Indicators
  – Continual improvement through International Organization for Standardization adoption

• Environmental stewardship meeting LEED compliance
  – Cleaning Industry Management Standard-Green Building (CIMS-GB) green cleaning services help our customers achieve points under the LEED-Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System

• Reduced risk through our proven safety program
  – Designated Safety Officers at each site
  – Employee training provided by OSHA-certified staff
  – On call 24/7

All levels of custodial service for 20 million sq.ft.
Core Competencies

- **Administrative/IT Support Services**
  - Audio/Visual Support - A/V/VTC
  - Digital Mailroom
  - Document Management
  - Secure Mail Center Operations
  - Visitor Center Support and Front Desk Support

- **Custodial Services**

- **Grounds Maintenance**

- **Snow Removal**

- **Building Operations & Maintenance**
  - Mechanical

- **Building Repair**
  - Mechanical, Electrical, Plumbing (MEP) Repair and New Installation

- **Facilities and Equipment**
  - HVAC/Refrigeration
  - Electrical
  - Plumbing
  - Energy Management/BAS systems
  - Elevators
  - Fire Alarm and Suppression
  - Carpentry/Light Construction
  - CCTV Systems
  - Unarmed Security Services
  - Pest Control
  - Emergency Generator/UPS System
  - HVAC/Refrigeration
  - Lighting Repairs and Retrofits

Proven Capability | Past Performance

Consistent rating of “Exceptional” — Mid Atlantic Region Quality Surveillance Inspection Department

**Custodial | Recycling Services**

- **GSA Facilities Program Support Division, Capital Region Location**
  - Providing 24/7 custodial services
  - Expanding from 400,000 to over 800,000 sq. ft. during a 10-year tenure on the campus due to exemplary service
  - Providing historic preservation cleaning and Above Standard services
  - Processing personnel

- **Department of Energy, James V. Forrestal Building**
  - Providing custodial services for 3 buildings — 1,444,939 sq. ft.
  - Operating CMMS and TAMS
  - Providing Executive Level cleaning for the United States Secretary of Energy and staff

- **NAVFAC Mid-Atlantic, NAS Oceana/Dam Neck, NWS Yorktown, and Norfolk Naval Shipyard**
  - Providing mobile custodial services across 5 bases — 2,959,916 sq. ft.
  - Overseeing a subcontractor for 2 additional sites

**Grounds | Landscape Management Services**

- **The United States Command of the Atlantic Fleet**
  - Providing grounds maintenance and snow removal services for 535 acres at Sewell’s Point area locations in Norfolk, Dam Neck, and Virginia Beach
  - Delivering improved, semi-improved, and unimproved services

**Facilities Management Support Services**

- **Transportation Security Administration (TSA)**
  - Receiving and responding to email, phone and walk-up requests for IT and facilities management support
  - Conducting inspections and handling minor repairs

For inquiries, contact:

Valerie Spencer, GWCMM, APMP, FMP
Director of Business Development

www.didlake.org

Didlake, Inc.
8641 Breeden Ave., Manassas, VA 20110
A private 501(c)(3) nonprofit organization.

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